

a1 contacting the expert based on user selected expert information input into the client system.

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10. (once amended) A method according to Claim 9 wherein said step of displaying expert information through an expert availability indicator further comprises the step of displaying availability information through an applet implemented through a well known programming language including at least one of Java, C, and C++.

a2 11. (once amended) A method according to Claim 9 wherein said step of displaying expert information through an expert availability indicator further comprises the step of tracking expert availability.

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17. (once amended) A system for indicating expert availability, through an applet, from a pool of experts, said system comprising:

a server system;

a client system configured with a browser, said client system connected to said server system; and

a3 a database comprising an expert pool comprising identification of experts and their availability, said server system configured to cause expert availability information in said database to be displayed on said client system through an applet when a user calls upon an expert to seek assistance, said expert availability information comprises an expert availability indicator that displays a waiting time for each available expert displayed and an average amount of time said expert spends assisting a user.

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#### Remarks

The Office Action mailed October 21, 2002 has been carefully reviewed and the foregoing amendment has been made in consequence thereof. Submitted herewith is a Submission of Marked Up Claims.

Claims 1-40 are now pending in this application. Claims 1-40 stand rejected.